



## DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

To: Supports Planning Agencies

From: Marlana R. Hutchinson, Acting Director  
Office of Long Term Services and Supports 

Date: March 27, 2020

Subject: Coronavirus Disease 2019 (COVID-19) - Temporary Policy Changes

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The Maryland Department of Health and Maryland Medicaid thank you for your continuing dedication to our participants.

The measures outlined in this document are restricted to use during the emergency declared by Governor Lawrence J. Hogan, Jr. to deal with the threat of COVID-19 and will expire immediately at the end of the declared emergency or revised by additional orders such that the authority to issue this guidance no longer exists.

### **Temporary Policy Changes**

The Maryland Department of Health is temporarily allowing legally-responsible family members (spouses and parents of minor children) to serve as personal assistance caregivers, effective March 25, 2020 for individuals who have a difficult time accessing providers. You may receive requests from participants that wish to enroll their family members as staff to a Residential Service Agency (RSA) to assist with service provision. The agency must enroll the family member as an employee, create a Provider Portal staff profile, and onboard them as they would any other staff (including training on ISAS).

**Please see the memorandum attached from the Secretary of the Maryland Department of Health for requirements that may be waived temporarily. The RSA must maintain records of these requirements being waived.**

### **Existing Policy Reminders**

Please note that **PROVIDERS MUST CLOCK IN AND OUT USING ISAS.**

This allows the Department to monitor services real time, quickly pay claims, and follow-up with participants who may need additional help.

**Supports Planners should provide support for the following:**

- Supports Planners should assist participants' family members with identifying appropriate RSAs for employment opportunities.
- Rules for service provision still apply. Supports Planners should work with participants' family members to help them understand the covered ADLs and IADLs provided under Personal Assistance.
- Provider agencies are required to be listed on the Plan of Service (POS). If participants' families prefer to work for a new agency, the assigned SPA must add the agency to a new POS.

**COVID-19 General Updates**

For Medicaid related coronavirus updates, visit [mmcp.health.maryland.gov](http://mmcp.health.maryland.gov).

For questions about the Coronavirus, visit [coronavirus.maryland.gov](http://coronavirus.maryland.gov).

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